

Public Service Commission Incidents Report

6/1/2010 to 7/1/2010 as of 7/1/2010

Public Service Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

				Top Number - Total Incidents Bottom Number - FCR Met	
				Low	Total
Capitol Desktop Support	_No Tier 2	None	None	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			1 0	1 0
Metro A Desktop Support	Application	None	None	1 0	1 0
			Novell GroupWise	1 1	1 1
			Total	2 1	2 1
		Total		2 1	2 1
	Print/Copy/Scan/Fax	None	None	1 1	1 1
			Total	1 1	1 1

				Low	Total
Metro A Desktop	Print/Copy/Scan/Fax	Total		1 1	1 1
	Total		3 2	3 2	
Voice Operations	Telecom	None	None	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total		1 0	1 0	
Voice/Data/WAN Services	Telecom	Hardware	Telephone	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total		1 0	1 0	
Total				6 2	6 2

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes. Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

				Top Number - Total Incidents	
				Bottom Number - Missed Initial Response	
				Low	Total
Capitol Desktop Support	_No Tier 2	None	None	10	10
			Total	10	10
		Total		10	10
	Total			10	10
Metro A Desktop Support	Application	None	None	10	10
			Novell GroupWise	10	10
			Total	20	20
		Total		20	20
	Print/Copy/Scan/Fax	None	None	10	10
			Total	10	10
			Total		10
		Total			30

				Low	Total
Voice Operations	Telecom	None	None	10	10
			Total	10	10
		Total		10	10
	Total			10	10
Voice/Data/WAN Services	Telecom	Hardware	Telephone	10	10
			Total	10	10
		Total		10	10
	Total			10	10
Total				60	60

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

				Top Number - Total Incidents Bottom Number -Average time in hours	
				Low	Total
Capitol Desktop Support	_No Tier 2	None	None	1 0.02	1 0.02
			Total	1 0.02	1 0.02
		Total		1 0.02	1 0.02
	Total			1 0.02	1 0.02
Metro A Desktop Support	Application	None	None	1 0.02	1 0.02
			Novell GroupWise	1 0.10	1 0.10
			Total	2 0.06	2 0.06
		Total		2 0.06	2 0.06
	Print/Copy/Scan/Fax	None	None	1 0.00	1 0.00
			Total	1 0.00	1 0.00
		Total		1 0.00	1 0.00
	Total			3 0.04	3 0.04

				Low	Total
Voice Operations	Telecom	None	None	1 0.07	1 0.07
			Total	1 0.07	1 0.07
		Total		1 0.07	1 0.07
	Total			1 0.07	1 0.07
Voice/Data/WAN Services	Telecom	Hardware	Telephone	1 0.21	1 0.21
			Total	1 0.21	1 0.21
		Total		1 0.21	1 0.21
	Total			1 0.21	1 0.21
Total				6 0.07	6 0.07

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards. Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours. Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

				Top Number - Total Incidents Bottom Number - Missed Resolution	
				Low	Total
Capitol Desktop Support	_No Tier 2	None	None	10	10
			Total	10	10
		Total		10	10
	Total		10	10	
Metro A Desktop Support	Application	None	None	10	10
			Novell GroupWise	10	10
			Total	20	20
		Total		20	20
	Print/Copy/Scan/Fax	None	None	10	10
			Total	10	10
		Total		10	10
	Total		30	30	
Voice Operations	Telecom	None	None	10	10

				Low	Total
Voice Operations	Telecom	None	Total	10	10
		Total		10	10
	Total			10	10
Voice/Data/WAN Services	Telecom	Hardware	Telephone	10	10
			Total	10	10
		Total		10	10
	Total			10	10
Total				60	60

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards. Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours. Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

				Top Number - Total Incidents	
				Bottom Number - Average time in hours	
				Low	Total
Capitol Desktop Support	_No Tier 2	None	None	1 0.09	1 0.09
			Total	1 0.09	1 0.09
		Total		1 0.09	1 0.09
	Total			1 0.09	1 0.09
Metro A Desktop Support	Application	None	None	1 0.02	1 0.02
			Novell GroupWise	1 0.10	1 0.10
			Total	2 0.06	2 0.06
		Total		2 0.06	2 0.06
	Print/Copy/Scan/Fax	None	None	1 0.00	1 0.00
			Total	1 0.00	1 0.00
		Total		1 0.00	1 0.00
	Total			3 0.04	3 0.04

				Low	Total
Voice Operations	Telecom	None	None	1 0.14	1 0.14
			Total	1 0.14	1 0.14
		Total		1 0.14	1 0.14
	Total			1 0.14	1 0.14
Voice/Data/WAN Services	Telecom	Hardware	Telephone	1 0.45	1 0.45
			Total	1 0.45	1 0.45
		Total		1 0.45	1 0.45
	Total			1 0.45	1 0.45
Total				6 0.13	6 0.13

INC000000139463	_No Tier 2	None	None		TIR Missed:	No	TIR:	0.02
Capitol Desktop Support	Public Service Commission	Low		Closed	TTR Missed:	No	TTR:	0.09
Application								
INC000000135834	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.10
Metro A Desktop Support	Public Service Commission	Low		Closed	TTR Missed:	No	TTR:	0.10
INC000000139590	Application	None	None		TIR Missed:	No	TIR:	0.02
Metro A Desktop Support	Public Service Commission	Low		Closed	TTR Missed:	No	TTR:	0.02
Print/Copy/Scan/Fax								
INC000000149655	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Public Service Commission	Low		Resolved	TTR Missed:	No	TTR:	0.00
Telecom								
INC000000138637	Telecom	None	None		TIR Missed:	No	TIR:	0.07
Voice Operations	Public Service Commission	Low		Closed	TTR Missed:	No	TTR:	0.14
INC000000140275	Telecom	Hardware	Telephone		TIR Missed:	No	TIR:	0.21
Voice/Data/WAN Services	Public Service Commission	Low		Closed	TTR Missed:	No	TTR:	0.45